USER MANUAL
FOR
KNOWLEDGE CENTER - PORTAL FOR DISTRIBUTORS

VERSION 3.1
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INTRODUCTION

DESIGN AND IMPLEMENTATION CONSTRAINTS

Technology limitations for users:

Users with internet browsers of older Mozilla-type versions (such as Netscape navigator and Safari in Macs) are not able to work with Knowledge Center, while SAP NetWeaver portals are incompatible with these types of browsers. Users with latest versions of Mozilla-based browsers, such as Mozilla Firefox are able to use the Knowledge center, but graphic interfaces might be problematic to comprehend.

USER DOCUMENTATION

Knowledge Center User Manual is developed to assist the back office users to conduct activities throughout the service process and guide the distributors on how the tool must be used.

ASSUMPTIONS AND DEPENDENCIES

N/A

PRE-REQUISITES

Following requirements must be fulfilled in order to operate Knowledge Center application:

1. JavaScript must be enabled in user's web browser for general functionality
2. Adobe Acrobat Reader (version 8 and later) for web browser (add-on) must be installed in order to enable printing out of different forms. In case of incompatible version error messages can occur.

In order to enable JavaScript in Internet Explorer:

1. Click the Tools menu
2. Select Internet Options
3. Click the Security tab
4. Click the Custom Level button

5. Scroll down until you see the 'Scripting' section. Select the 'Enable' radio button for 'Active Scripting'
6. Click the OK button
7. Click the Yes button in the confirmation window

In order to enable JavaScript of Mozilla Firefox:

1. Click the Tools menu.
2. Select Options.
3. Click the Contents tab.
4. Select the 'Enable JavaScript' checkbox.
5. Click the OK button.

For more information on the issue, please go to
http://support.microsoft.com/gp/howtoscript

In order to install Adobe Acrobat add-on for browsers, follow instructions provided by your web browser. Pop up window will appear first time trying to access a PDF file, and from then on all steps must be fulfilled according to browser instructions.

If having troubles installing the Adobe Reader add-on, please visit Adobe website for support:

http://www.adobe.com/support/reader/

SYSTEM FEATURES

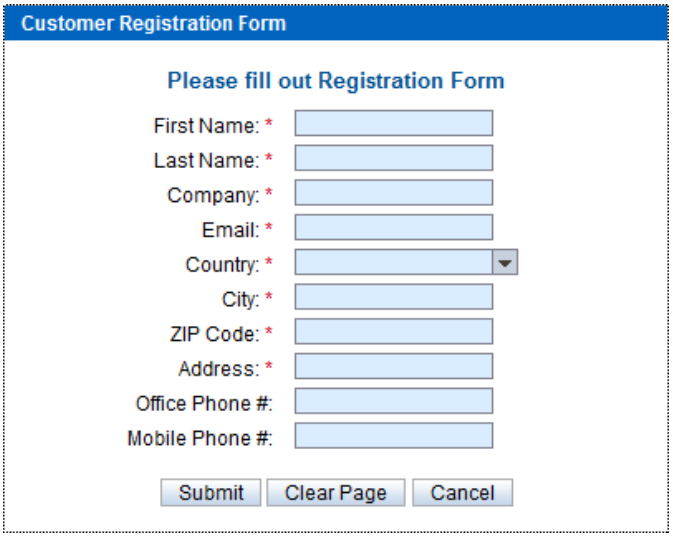
REGISTRATION FOR KNOWLEDGE CENTER

1. Go to Portal for Distributors Logon page by browsing to URL:

   https://portal.givenimaging.com/KnowledgeCenter

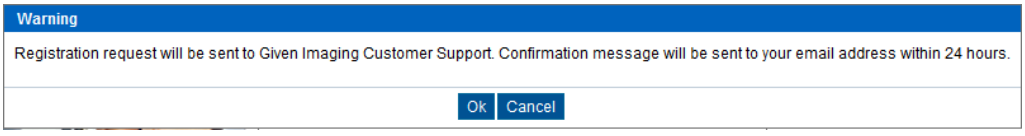
2. Click “Register Now” link in Logon page:

3. Complete all mandatory fields, marked with red asterisk:



4. Click “Submit”

5. Click “Ok” in the confirmation message you receive, if you agree with the statement, or “Cancel” if not:


Warning
Registration request will be sent to Given Imaging Customer Support. Confirmation message will be sent to your email address within 24 hours.
Ok
Cancel

KNOWLEDGE CENTER LOGIN

1. Go to Portal for Distributors Logon page by browsing to URL:

   https://portal.givenimaging.com/KnowledgeCenter

2. Provide Customer ID and matching password:

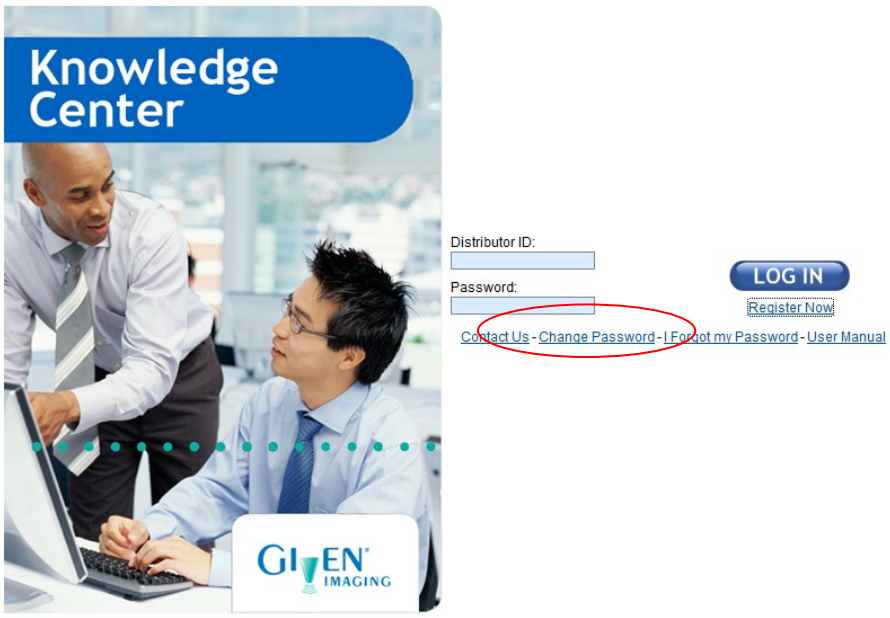
3. Click Login button

PASSWORD CHANGE

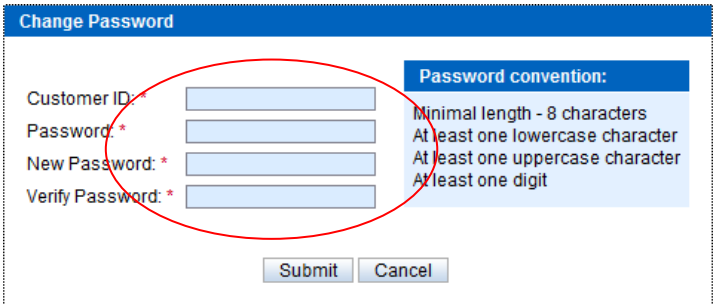
1. Go to Portal for Distributors Logon page by browsing to URL:

   https://portal.givenimaging.com/KnowledgeCenter

2. Click "Change password" button:



3. Complete all mandatory fields

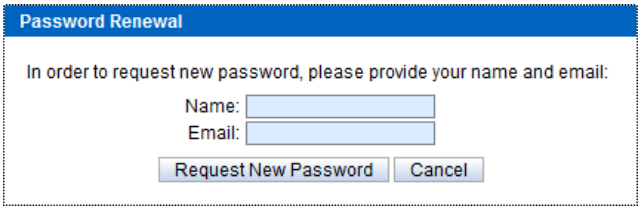


4. Click “Submit”

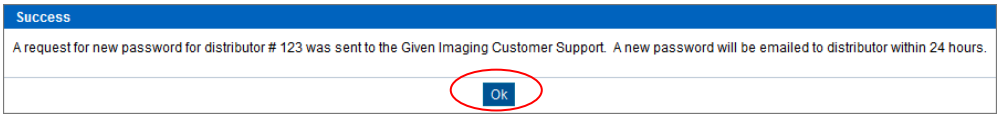
FORGOTTEN PASSWORD RETRIEVAL

1. Go to Portal for Distributors Logon page by browsing to URL: https://portal.givenimaging.com/KnowledgeCenter
2. Fill “Customer ID” field with your customer ID

3. Click "Forgot your password?" link
4. Provide your name & email



5. Click “Confirm” in the confirmation dialog you receive, if you agree with the statement, or “Cancel” if not:


Success
A request for new password for distributor # 123 was sent to the Given Imaging Customer Support. A new password will be emailed to distributor within 24 hours.
Ok

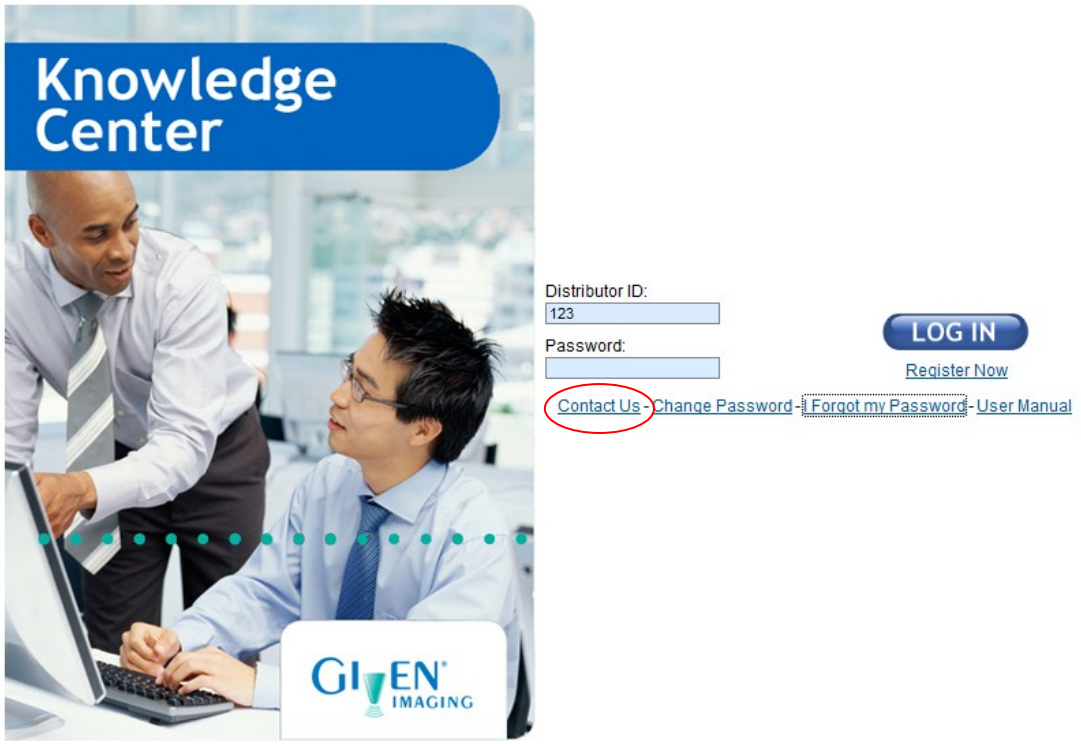
CUSTOMER SUPPORT CENTER

This feature can be accessed from several places, while working with Portal for Distributors, which can be accessed by browsing to URL:

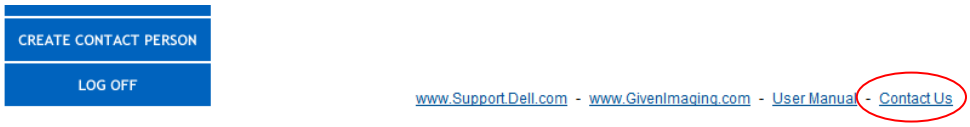
https://portal.givenimaging.com/KnowledgeCenter

Access to “Contact us” form:

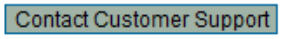
- By clicking “Contact us” link in the bottom of Logon page:



- By clicking “Contact us” link in the footer of Portal for Distributors:



- By clicking “Contact Customer Support” button in several dialog messages:



After you receive "Contact us" form by using one of 3 options:

1. Fill mandatory fields – Name and Email
2. Provide the message in "Message" text box
3. Click "Send Message" button in order to send the message

You can also use 'support@givenimaging.com' link in order to send a regular email message

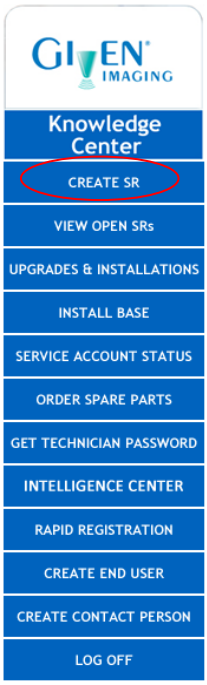
SERVICE REQUEST CREATION

Service request creation screen has many fields, which are not mandatory. In order to receive support faster and with as less interaction with customer support as possible, we advice to provide us as much information as possible while submitting service request (equipment, capsule batch, attachment), and provide meaningful comments as well.

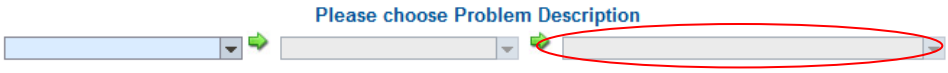
1. Log on to Portal for Distributors, by browsing to URL:

   https://portal.givenimaging.com/KnowledgeCenter

2. Click "Create SR" button on the navigation panel:



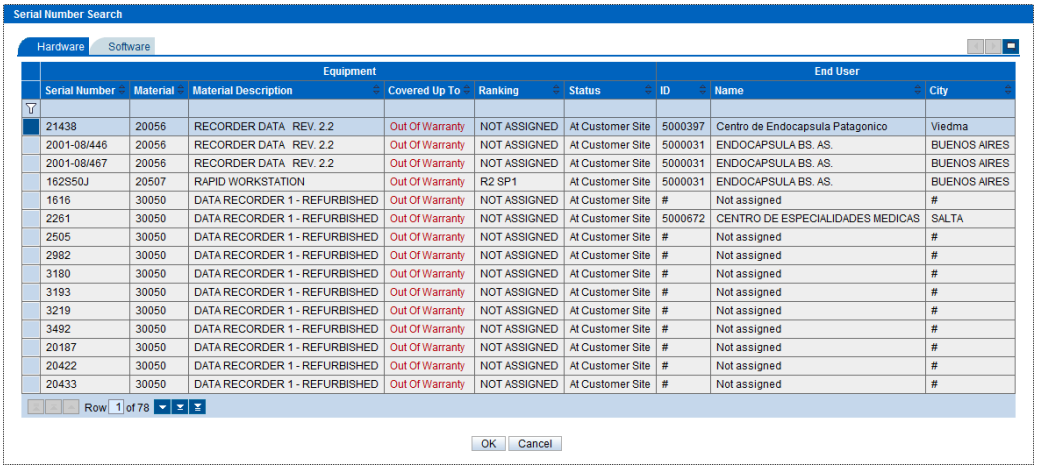
3. Use 3 dropdowns in the upper part of the screen, one after another from left to right, in order to select the problem description, which is selected from third dropdown:



Once problem description is selected, please review the proposed articles, which might help in resolving the technical issues experienced:

Please choose Problem Description
Capsule
Agile
PATENCY - CAPSULE RETAINED
Please check the articles below:
Approval for Agile Patency System_08-05-07.pdf Relevance: 76.64 %
AGILE Manual EN.pdf Relevance: 70.67 %
AMAR SB& SB2 & Agile_10-10-07.pdf Relevance: 64.89 %
AGILE Patency - May 8,2006.pdf Relevance: 54.54 %
Certificate for GDS,Agile Eso, RAPID_05-05-08.pdf Relevance: 49.75 %
TSB-0181-01 Old Patency Capsule.pdf Relevance: 47.60 %
AMTAC (481CE) - Re-Issued 19 Feb 2007[1].pdf Relevance: 45.47 %
AMTAC (481 CE) -Re-Issued 13 October 2006[1].pdf Relevance: 45.47 %
Declaration of Conformity GmbH Rev 3_20-06-2008.pdf Relevance: 41.58 %
Intertek Annex II (3) cert_481 CE - Exp on 8-May 2016.pdf Relevance: 41.16 %
Hide

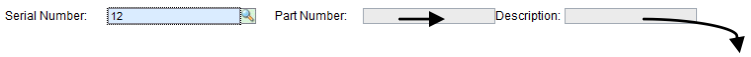
4. Click the button in order to open a window of equipment selection

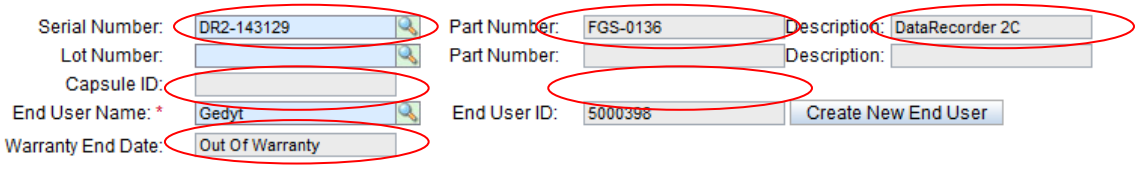

Serial Number Search
Hardware
Software
Equipment
End User
Serial Number
Material
Material Description
Covered Up To
Ranking
Status
ID
Name
City
21438 20056 RECORDER DATA REV. 2.2 Out Of Warranty NOT ASSIGNED At Customer Site 5000397 Centro de Endocapsula Patagonico Viedma
2001-08/446 20056 RECORDER DATA REV. 2.2 Out Of Warranty NOT ASSIGNED At Customer Site 5000031 ENDOCAPSULA BS. AS. BUENOS AIRES
2001-08/467 20056 RECORDER DATA REV. 2.2 Out Of Warranty NOT ASSIGNED At Customer Site 5000031 ENDOCAPSULA BS. AS. BUENOS AIRES
162S50J 20507 RAPID WORKSTATION Out Of Warranty R2 SP1 At Customer Site 5000031 ENDOCAPSULA BS. AS. BUENOS AIRES
1616 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
2261 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site 5000672 CENTRO DE ESPECIALIDADES MEDICAS SALTA
2505 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
2982 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
3180 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
3193 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
3219 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
3492 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
20187 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
20422 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
20433 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
Row 1 of 78
OK
Cancel

5. Use filters and sorting in order to locate the equipment
6. Select equipment from table and press “Ok”

As another option, you can provide serial number (or part of it) and press enter, while the focus (marker) is placed on “Serial number” field. This triggers a search mechanism, which looks for serial number provided.

In both options, fields dependent on serial number are populated automatically.

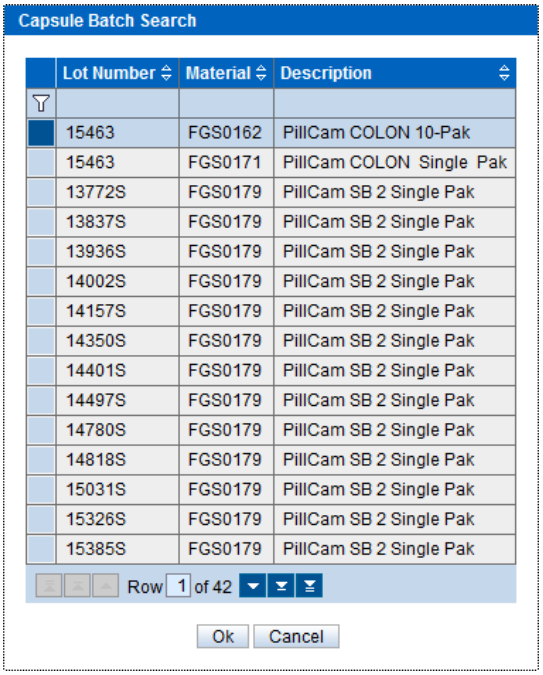




7. Click the button in order to open a window of capsule batch selection

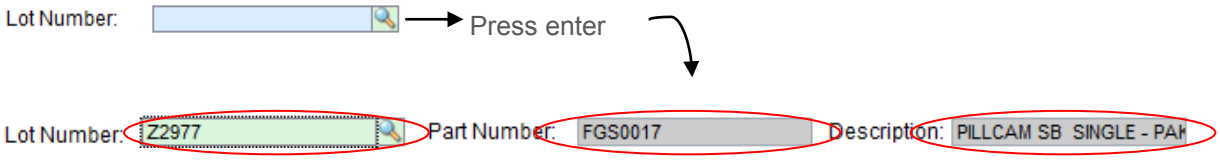
8. Use filters and sorting in order to locate the batch

9. Select batch from table and press “Ok”

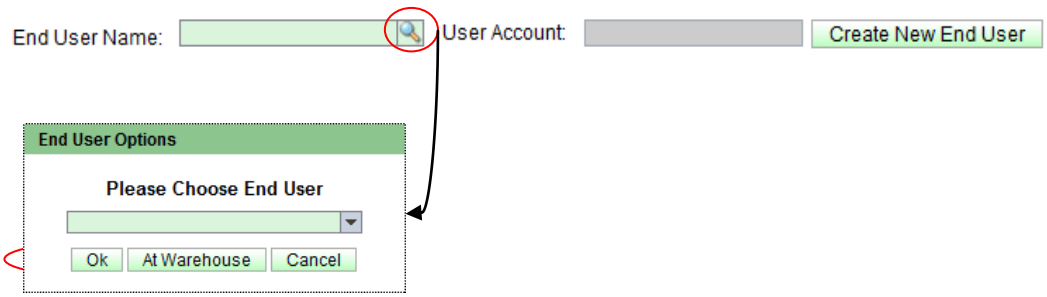

Capsule Batch Search
Lot Number
Material
Description
15463 FGS0162 PillCam COLON 10-Pak
15463 FGS0171 PillCam COLON Single Pak
13772S FGS0179 PillCam SB 2 Single Pak
13837S FGS0179 PillCam SB 2 Single Pak
13936S FGS0179 PillCam SB 2 Single Pak
14002S FGS0179 PillCam SB 2 Single Pak
14157S FGS0179 PillCam SB 2 Single Pak
14350S FGS0179 PillCam SB 2 Single Pak
14401S FGS0179 PillCam SB 2 Single Pak
14497S FGS0179 PillCam SB 2 Single Pak
14780S FGS0179 PillCam SB 2 Single Pak
14818S FGS0179 PillCam SB 2 Single Pak
15031S FGS0179 PillCam SB 2 Single Pak
15326S FGS0179 PillCam SB 2 Single Pak
15385S FGS0179 PillCam SB 2 Single Pak
Row 1 of 42
Ok
Cancel

As another option, you can provide batch number (or part of it) and press enter, while the focus (marker) is placed on “Batch number” field. This triggers a search mechanism, which looks for batch number provided.

In both options, fields dependent on batch number are populated automatically.

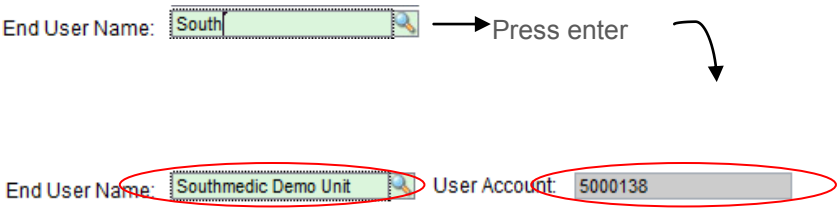


10. Click the button in order to open a window of end user selection, or “Create New End User” button in order to register new end user (see step 3.10)

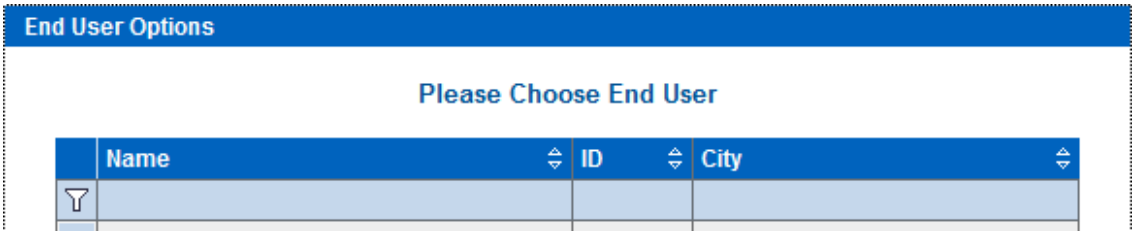


As another option, you can provide end user name (or part of it) and press enter, while the focus (marker) is placed on “End user” field. This triggers a search mechanism, which looks for end user provided.

In both options, fields dependent on end user name are populated automatically.

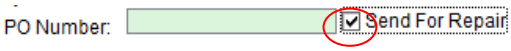


11. In window of end user selection, use:



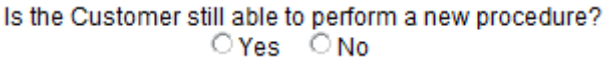
- Filters in order to find required end user.
- "At Warehouse" button in order to tell Customer Support that equipment is not installed yet

12. Select end user from the table and press "Ok" or press "At Warehouse"
13. Select "Send for repair" checkbox if equipment, selected earlier, needs repair. In case warranty is expired, "PO Number" field becomes mandatory.



14. Select contact person from "Contact Person" dropdown, or "Create New Contact Person" button in order to register new contact person(see step 3.10)

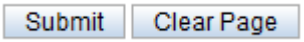
15. Select radio button, which answers the following question:

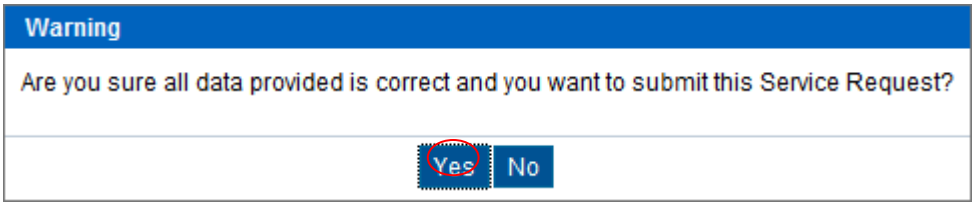


16. Provide comments in "Comments" text box

17. Select file attachment by clicking "Browse" button:

18. Click "Submit" button in order to receive confirmation message





19. Click “Yes” in the confirmation dialog you receive in order to submit service request

SERVICE REQUESTS OVERVIEW

1. Log on to Portal for Distributors, by browsing to URL:

   https://portal.givenimaging.com/KnowledgeCenter

2. Click “View Open SRs” button on the navigation panel
3. Use filters and sorting in order to locate the service request
4. Click “Clean Filters” button in order to see the full list of service requests (not filtered)
5. Click “Refresh” button in order to re-load the list of service requests
6. Click “Printable Version” in order to receive printer-friendly version of data represented in the table
7. Click “View” button in table, in order to view single service request

Pending Service Requests

	Service Request			Material		End User			
	Number	Description	Created On	Number	Description	ID	Name	City	View
	300192441	COLON 1 SHORT VIDEO	26 Aug 2011	RFB0138PRM	RAPID W.S. DELL 380 (220V) PROMO	5000609	HOSP. CLINICAS	Buenos Aires	View
	300195623	COLON 1 SHORT VIDEO	23 Sep 2011	FGS0171	PillCam COLON Single Pak	5000609	HOSP. CLINICAS	Buenos Aires	View
	300198411	PATENCY - CAPSULE RETAINED	27 Dec 2011	20056	RECORDER DATA REV. 2.2	5000031	ENDOCAPSULA BS. AS.	BUENOS AIRES	View

Row 1 of 3

Refresh | Clean Filters | View History | Printable Version

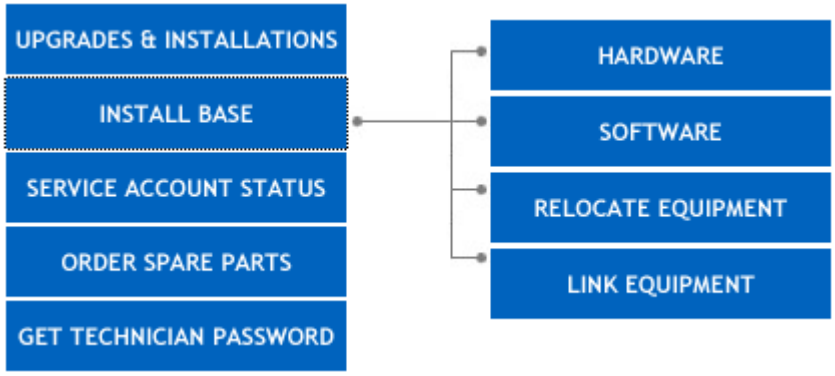
8. Click “View” in order to receive printer-friendly version of notification data

INSTALL BASE OVERVIEW

1. Log on to Portal for Distributors, by browsing to URL:

   https://portal.givenimaging.com/KnowledgeCenter

2. Click “Install Base” and select what install base you would like to access:



Hardware Install Base

	Equipment						End User			
	Serial #	Material	Object Type	Covered Up To	Ranking	Status	ID	Name	City	Remove
	21438	20056	RECORDER DATA REV. 2.2	Out Of Warranty	NOT ASSIGNED	At Customer Site	5000397	Centro de Endocapsula Patagonico	Viedma	Remove
	2001-08/446	20056	RECORDER DATA REV. 2.2	Out Of Warranty	NOT ASSIGNED	At Customer Site	5000031	ENDOCAPSULA BS. AS.	BUENOS AIRES	Remove
	2001-08/467	20056	RECORDER DATA REV. 2.2	Out Of Warranty	NOT ASSIGNED	At Customer Site	5000031	ENDOCAPSULA BS. AS.	BUENOS AIRES	Remove
	162S50J	20507	RAPID WORKSTATION	Out Of Warranty	R2 SP1	At Customer Site	5000031	ENDOCAPSULA BS. AS.	BUENOS AIRES	Remove
	1616	30050	DATA RECORDER 1 - REFURBISHED	Out Of Warranty	NOT ASSIGNED	At Customer Site	#	Not assigned	#	Remove
	2261	30050	DATA RECORDER 1 - REFURBISHED	Out Of Warranty	NOT ASSIGNED	At Customer Site	5000672	CENTRO DE ESPECIALIDADES MEDICAS	SALTA	Remove
	2505	30050	DATA RECORDER 1 - REFURBISHED	Out Of Warranty	NOT ASSIGNED	At Customer Site	#	Not assigned	#	Remove
	2982	30050	DATA RECORDER 1 - REFURBISHED	Out Of Warranty	NOT ASSIGNED	At Customer Site	#	Not assigned	#	Remove
	3180	30050	DATA RECORDER 1 - REFURBISHED	Out Of Warranty	NOT ASSIGNED	At Customer Site	#	Not assigned	#	Remove
	3193	30050	DATA RECORDER 1 - REFURBISHED	Out Of Warranty	NOT ASSIGNED	At Customer Site	#	Not assigned	#	Remove
	3219	30050	DATA RECORDER 1 - REFURBISHED	Out Of Warranty	NOT ASSIGNED	At Customer Site	#	Not assigned	#	Remove
	3492	30050	DATA RECORDER 1 - REFURBISHED	Out Of Warranty	NOT ASSIGNED	At Customer Site	#	Not assigned	#	Remove
	20187	30050	DATA RECORDER 1 - REFURBISHED	Out Of Warranty	NOT ASSIGNED	At Customer Site	#	Not assigned	#	Remove

Row 1 of 78

Back | Clean Filters | Printable Version | Printable Version

3. Use filters and sorting in order to locate the equipment

4. Click “Clean Filters” button in order to see the full list of equipment (not filtered)

5. Click “Remove” button in table, in order to send to Customer Support a request of equipment removal.

6. Click “Printable Version” in order to receive printer-friendly version of data represented in the table

SERVICE ACCOUNT STATUS OVERVIEW

1. Log on to Portal for Distributors, by browsing to URL:

   https://portal.givenimaging.com/KnowledgeCenter

2. Click “Service account status” on the navigation panel

3. Click “View” on table entry in order to review invoice information

View Credit and Debit status

	Invoice #	SR Number	Task Status	Invoice Date	Due Date	Credit Amount	Debit Amount	Currency	
	531003703	300195623		12 Oct 2011	12 Oct 2011	360.00		USD	View
						Total:	360.00	USD	

4. Click “Printable Version” in order to receive printer-friendly version of data represented in the table

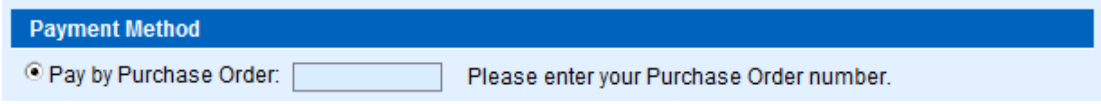
SPARE PARTS ORDERING

1. Log on to Portal for Distributors, by browsing to URL:

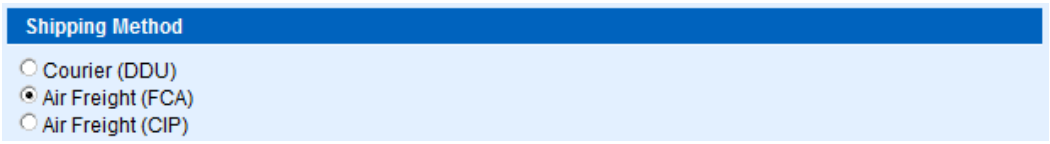
https://portal.givenimaging.com/KnowledgeCenter

2. Click “Order Spare Parts” on the navigation panel

3. Provide required quantity for products you are interested in. In order to do that, select a row in table of products. Mouse cursor will automatically move to “Required Qty” field.
4. Click “Check out” button in the bottom of the form
5. Select Payer
6. Provide PO Number (if you have one, otherwise it will be generated for you)

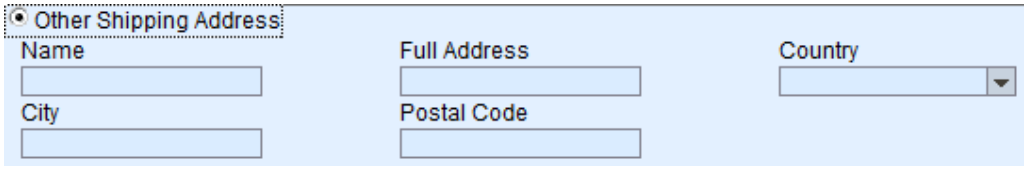


7. Select shipping method

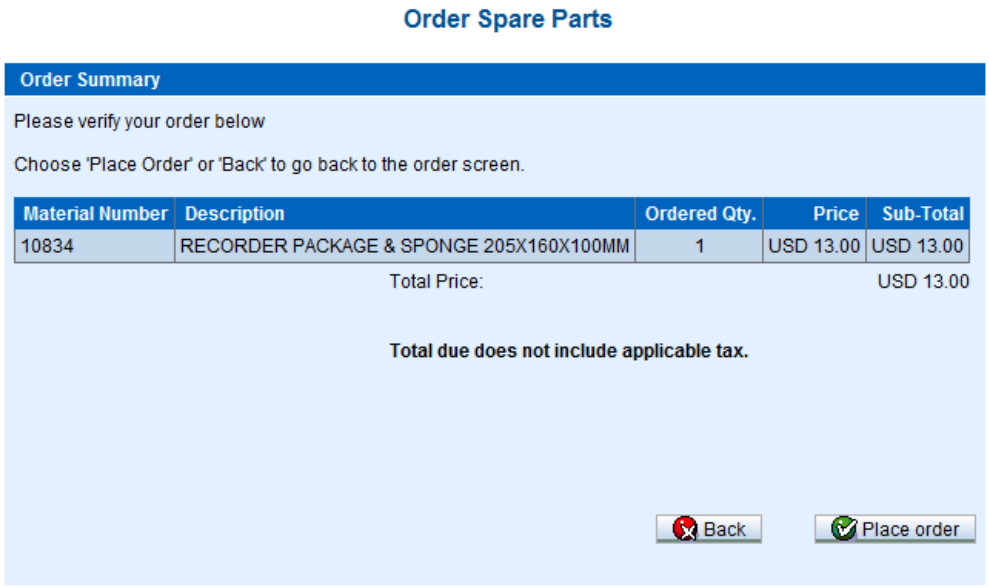


8. Select Shipping address

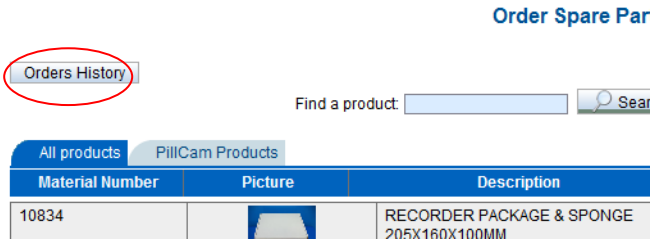
   Optionally you can provide shipping address, which is not stored in the system. In order to do that, select “Other shipping address” and complete all fields in the following form:



9. Click “Check Out”, review your order information and place the order by clicking “Place Order”



10. After the order is placed, you can review it’s confirmation by clicking the order number link. You can review the order later in “Order history” section:

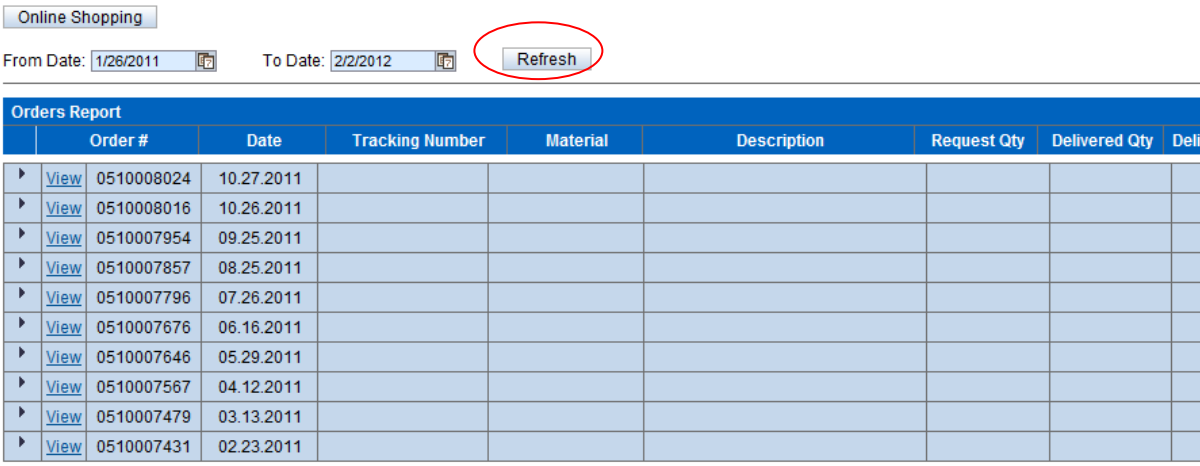


ORDERS HISTORY OVERVIEW

1. Log on to Portal for Distributors, by browsing to URL:

   https://portal.givenimaging.com/KnowledgeCenter

2. Click “Order spare parts” on the navigation panel
3. Click “Order history” in order to review history of orders



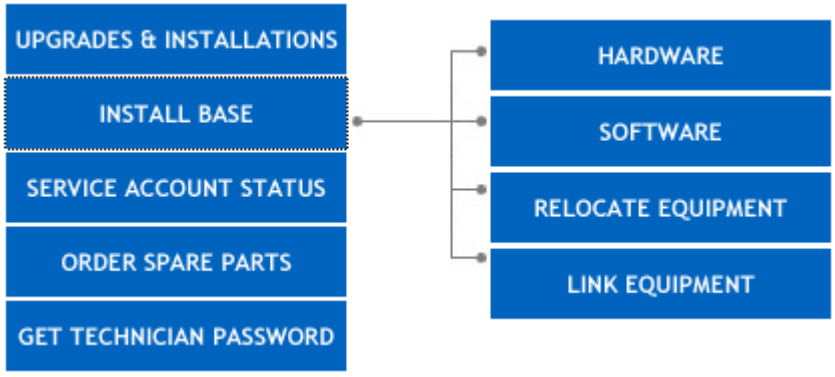
4. Per each order, click icon in order to review order details, and click “View” in order to receive full order overview

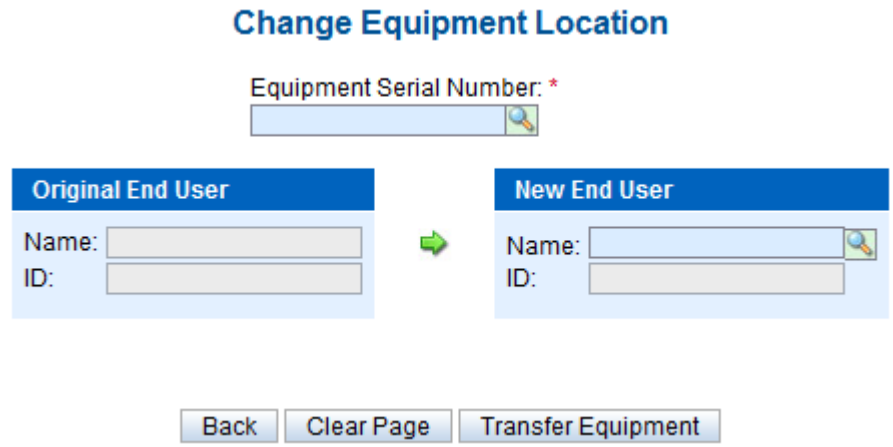
EQUIPMENT RELOCATION

1. Log on to Portal for Distributors, by browsing to URL:

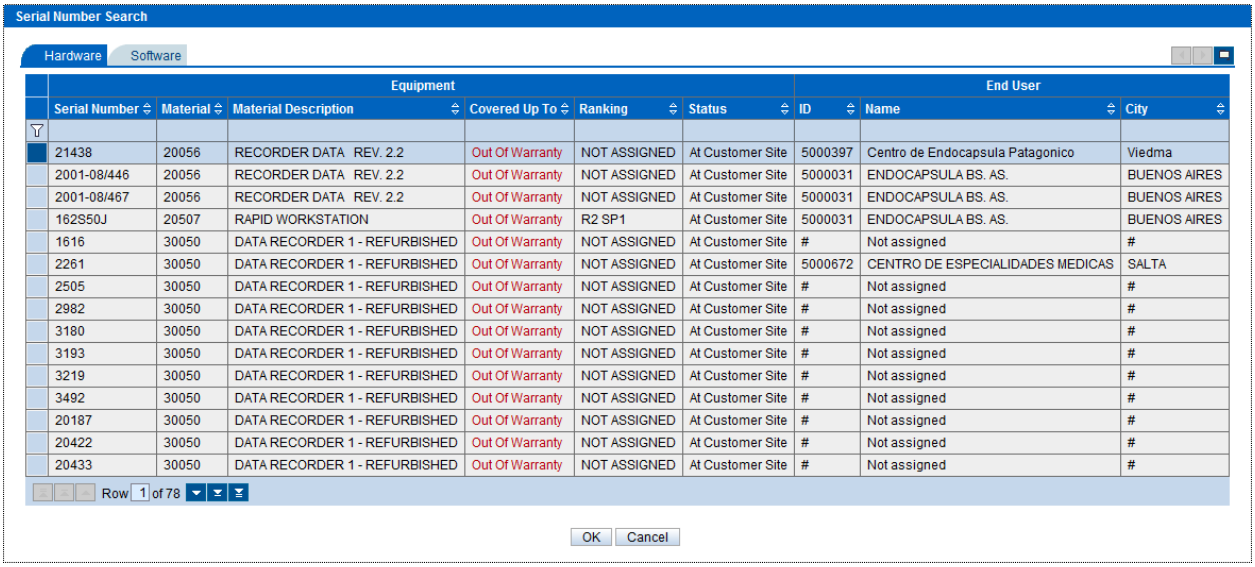
   https://portal.givenimaging.com/KnowledgeCenter

2. Click Install base and “Relocate equipment”





3. Click the button in order to open a window of equipment selection

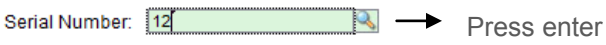

Serial Number Search
Hardware
Software
Equipment
End User
Serial Number
Material
Material Description
Covered Up To
Ranking
Status
ID
Name
City
21438 20056 RECORDER DATA REV. 2.2 Out Of Warranty NOT ASSIGNED At Customer Site 5000397 Centro de Endocapsula Patagonico Viedma
2001-08/446 20056 RECORDER DATA REV. 2.2 Out Of Warranty NOT ASSIGNED At Customer Site 5000031 ENDOCAPSULA BS. AS. BUENOS AIRES
2001-08/467 20056 RECORDER DATA REV. 2.2 Out Of Warranty NOT ASSIGNED At Customer Site 5000031 ENDOCAPSULA BS. AS. BUENOS AIRES
162S50J 20507 RAPID WORKSTATION Out Of Warranty R2 SP1 At Customer Site 5000031 ENDOCAPSULA BS. AS. BUENOS AIRES
1616 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
2261 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site 5000672 CENTRO DE ESPECIALIDADES MEDICAS SALTA
2505 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
2982 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
3180 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
3193 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
3219 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
3492 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
20187 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
20422 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
20433 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
Row 1 of 78
OK
Cancel

4. Use filters and sorting in order to locate the equipment

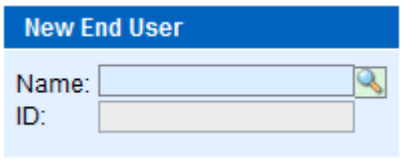
5. Select equipment from table and press “Ok”

As another option, you can provide serial number (or part of it) and press enter, while the focus (marker) is placed on “Serial number” field. This triggers a search mechanism, which looks for serial number provided.

In both options, fields dependent on serial number are populated automatically.



6. Click the button in order to open a window of end user selection



End User Options
Please Choose End User
Name
ID
City
CENTRO DE DIAG. ALBERTI 5000674 ALBERTI
Centro de Endocapsula Patagonico 5000397 Viedma
CENTRO DE ESPECIALIDADES MEDICAS 5000672 SALTA
Demo system - Corpomedica S.A. 5001469 Cdad. Autonoma de Buenos Aires
Dr. Pedro Belloni & Dr. Nestor Chop 5000386 La Plata
EC MAR DEL PLATA 5000611 MAR DEL PLATA
EC NORTE 5000676 SAN FERNANDO
EC ROSARIO 5000610 Rosario
ENDOCAPSULA BS. AS. 5000031 BUENOS AIRES
ENDOCAPSULA DEL SUR 5000675 BARILOCHE
Gedyt 5000398 Cap. Fed
GRUPO C3 5001551 Cordoba
HOSP. CLINICAS 5000609 Buenos Aires
Lomas de Zamora 5002650 Lomas de zamora
Ok
Cancel

As another option, you can provide end user name (or part of it) and press enter, while the focus (marker) is placed on "End user" field. This triggers a search mechanism, which looks for end user provided.

In both options, fields dependent on end user name are populated automatically.

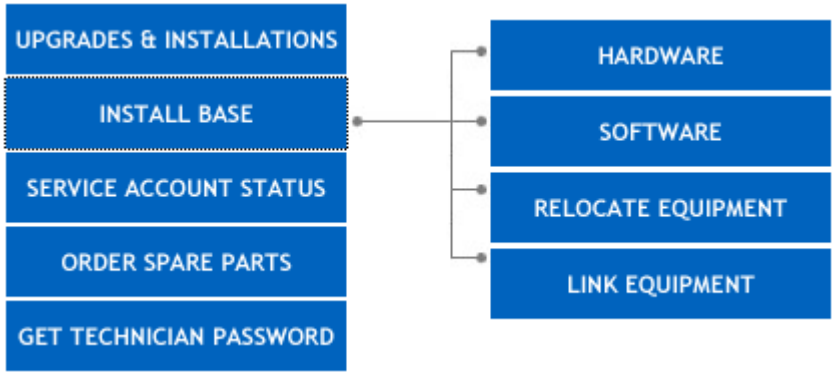
7. In window of end user selection, use the table in order to select end user.
8. Use filters and sorting in order to locate the required end user
9. Select end user from dropdown and press "Ok"
10. Press "Transfer Equipment" in order to send relocation request to customer support

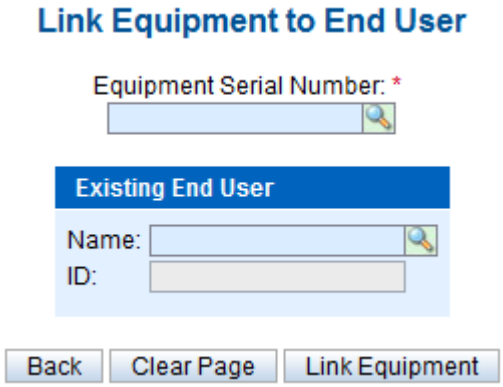
Linking Equipment to End User

1. Log on to Portal for Distributors, by browsing to URL:

   https://portal.givenimaging.com/KnowledgeCenter

2. Click Install base and "Link Equipment"

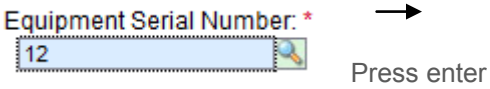




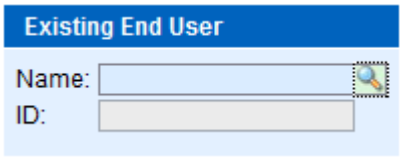
3. Click the button in order to open a window of equipment selection
4. Use filters and sorting in order to locate the equipment
5. Select equipment from table and press “Ok”

As another option, you can provide serial number (or part of it) and press enter, while the focus (marker) is placed on “Serial number” field. This triggers a search mechanism, which looks for serial number provided.

In both options, fields dependent on serial number are populated automatically.



6. Click the button in order to open a window of end user selection



As another option, you can provide end user name (or part of it) and press enter, while the focus (marker) is placed on “End user” field. This triggers a search mechanism, which looks for end user provided.

In both options, fields dependent on end user name are populated automatically.

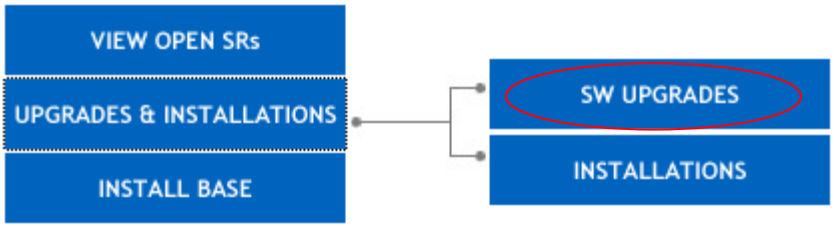
7. In window of end user selection, use the table in order to select end user.
8. Use filters and sorting in order to locate the required end user
9. Select end user from dropdown and press “Ok”
10. Press “Link Equipment” in order to send linking request to customer support

UPGRADES AND INSTALLATIONS OVERVIEW

1. Log on to Portal for Distributors, by browsing to URL:

   https://portal.givenimaging.com/KnowledgeCenter

2. Click “Upgrades and Installations” button on the navigation panel:



3. In order to view pending Upgrades, click “SW Upgrades” button
4. In order to view pending Installations, click “Installations” button

Pending Installations

	Notification				Equipment			End User				
	Number	Description	Created On	Status	Serial	Material	Object Type	ID	Name	City		
	300067586	New GDS Installation	17 Aug 2006	Notification in process	3R22N0J	RFB0007PRM	Rapid WS Dell 340				View	Update
	300073531	New GDS Installation	26 Dec 2006	Notification in process	FMJ4Z0J	RFB0022PRM	Rapid WS Dell 360				View	Update
	300073533	New GDS Installation	26 Dec 2006	Notification in process	3TSKW0J	RFB0022PRM	Rapid WS Dell 360				View	Update
	300073534	New GDS Installation	26 Dec 2006	Notification in process	17DN21J	RFB0022PRM	Rapid WS Dell 360				View	Update
	300082462	New GDS Installation	4 Sep 2007	Notification in process	8W8X90J	RFB0007PRM	Rapid WS Dell 340				View	Update
	300088518	NEW GDS INSTALLATION	1 Jan 2008	Outstanding notification	H7DN21J	RFB0022PRM	Rapid WS Dell 360				View	Update
	300107614	NEW GDS INSTALLATION	30 May 2008	Outstanding notification	DWN3W1J	RFB0135PRM	Rapid WS Dell 370				View	Update
	300112558	NEW GDS INSTALLATION	15 Jul 2008	Outstanding notification	H997S1J	RFB0135PRM	Rapid WS Dell 370				View	Update
	300112742	NEW GDS INSTALLATION	21 Jul 2008	Outstanding notification	6WN3W1J	RFB0135PRM	Rapid WS Dell 370				View	Update
	300113153	NEW GDS INSTALLATION	31 Jul 2008	Outstanding notification	56V6S1J	RFB0135PRM	Rapid WS Dell 370				View	Update
	300113333	NEW GDS INSTALLATION	5 Aug 2008	Outstanding notification	FBW6S1J	RFB0135PRM	Rapid WS Dell 370				View	Update

Row 1 of 11

Back | Refresh | Clean Filters | View History | Printable Version

5. Use filters and sorting in order to locate the Upgrade / Installation
6. Click “Refresh” button in order to update the list of Upgrades / Installations
7. Click “Clean Filters” button in order to see the full list of Upgrades / Installations (not filtered)
8. Click “Printable Version” in order to receive printer-friendly version of data represented in table
9. Click “Back” button in order to return to option of choosing between Upgrades and installations

End User / Contact Person Registration

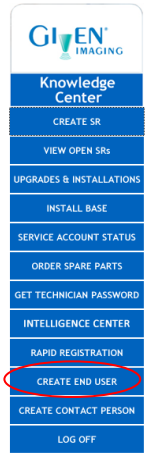
Log on to Portal for Distributors, by browsing to URL:

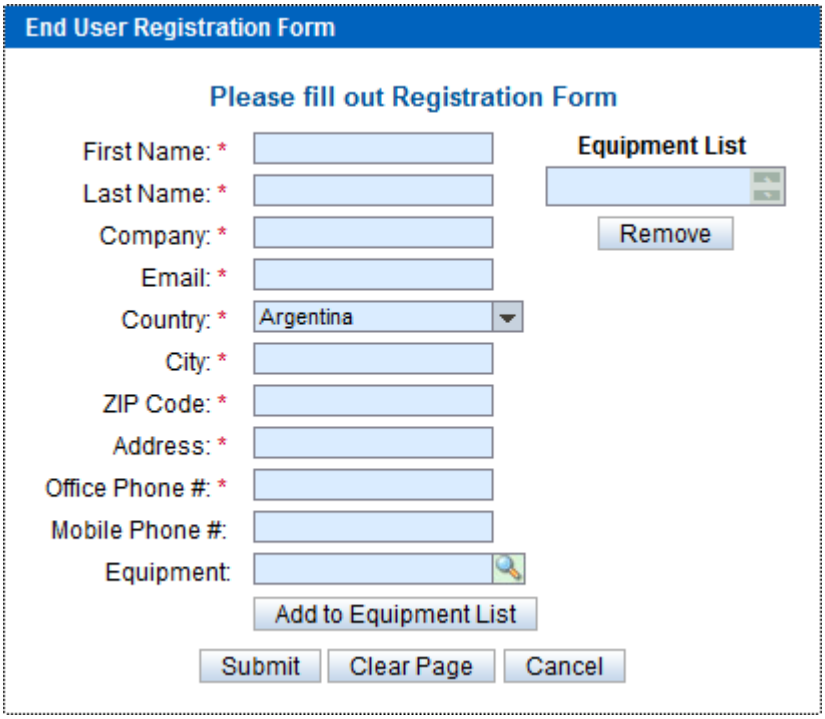
https://portal.givenimaging.com/KnowledgeCenter

For End User:

1. Click “Create End User” in navigation panel or “Create/Choose End User” in “Create service request” screen

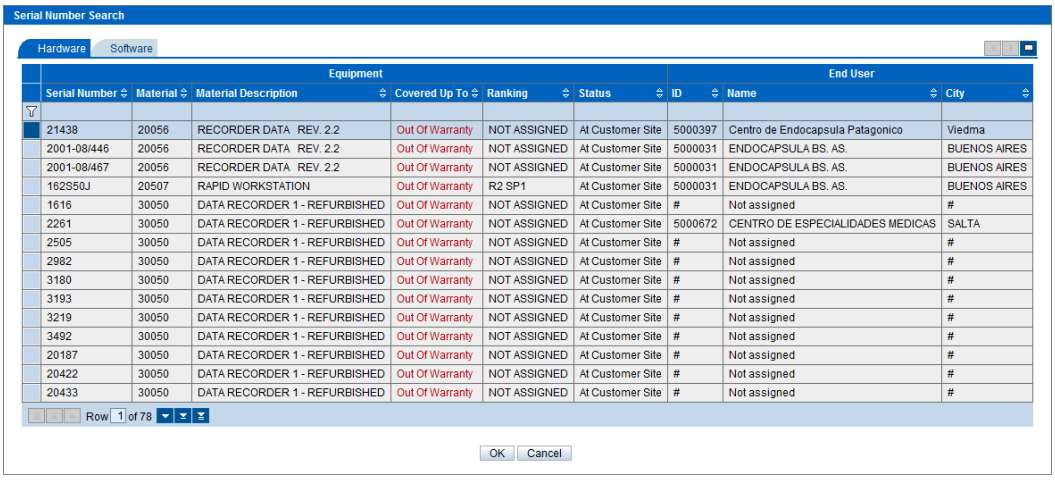
End User ID: Create New End User





2. Complete all mandatory fields (Name, Company, Email, Country, ZIP Code, City, Address, Office Phone Number)

3. If you want to associate equipment to end user you are registering, click the button in order to open a window of equipment selection


Serial Number Search
Hardware
Software
Equipment
End User
Serial Number
Material
Material Description
Covered Up To
Ranking
Status
ID
Name
City
21438 20056 RECORDER DATA REV. 2.2 Out Of Warranty NOT ASSIGNED At Customer Site 5000397 Centro de Endocapsula Patagonico Viedma
2001-08/446 20056 RECORDER DATA REV. 2.2 Out Of Warranty NOT ASSIGNED At Customer Site 5000031 ENDOCAPSULA BS. AS. BUENOS AIRES
2001-08/467 20056 RECORDER DATA REV. 2.2 Out Of Warranty NOT ASSIGNED At Customer Site 5000031 ENDOCAPSULA BS. AS. BUENOS AIRES
162S50J 20507 RAPID WORKSTATION Out Of Warranty R2 SP1 At Customer Site 5000031 ENDOCAPSULA BS. AS. BUENOS AIRES
1616 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
2261 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site 5000672 CENTRO DE ESPECIALIDADES MEDICAS SALTA
2505 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
2982 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
3180 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
3193 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
3219 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
3492 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
20187 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
20422 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
20433 30050 DATA RECORDER 1 - REFURBISHED Out Of Warranty NOT ASSIGNED At Customer Site # Not assigned #
Row 1 of 78
OK
Cancel

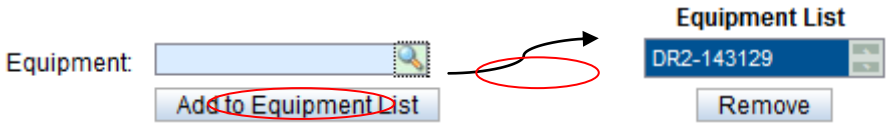
4. Use filters and sorting in order to locate the equipment

5. Select equipment from table and press “Ok”

As another option, you can provide serial number (or part of it) and press enter, while the focus (marker) is placed on “Serial number” field. This triggers a search mechanism, which looks for serial number provided.

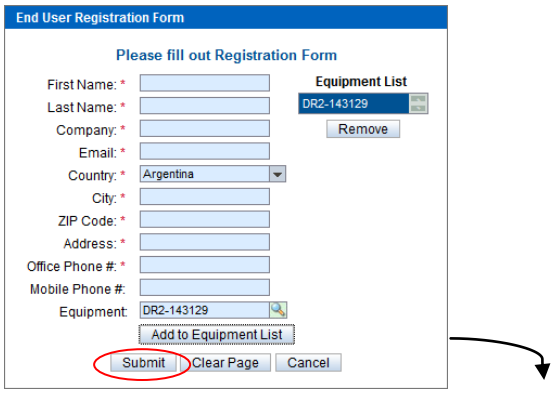
If serial number is found, equipment field is populated with it.

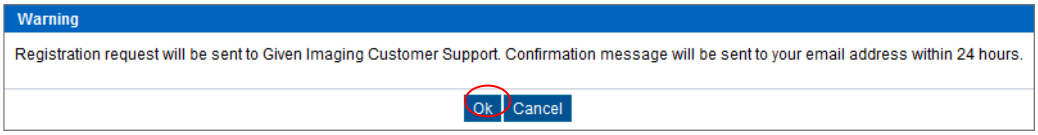
6. Click “Add to equipment list” button in order to add the equipment to list, associated to end user:



7. Select equipment from equipment list, and click “Remove” button in order to remove this equipment from list.

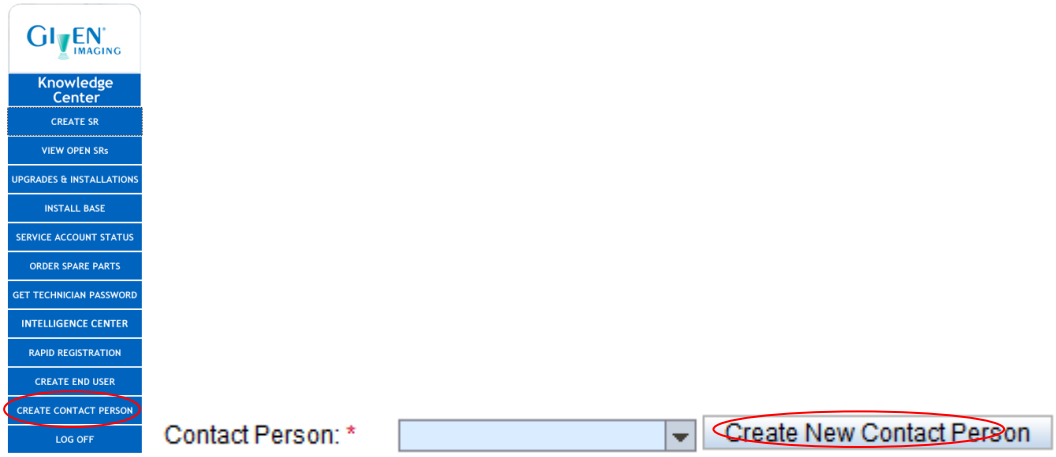
8. Click “Submit” button and “Ok” in confirmation message, if you agree with the statement.




Warning
Registration request will be sent to Given Imaging Customer Support. Confirmation message will be sent to your email address within 24 hours.
Ok
Cancel

For Contact Person:

1. Click “Create Contact Person” in navigation panel or “Create New Contact Person” in “Create service request” screen



2. Complete all mandatory fields (Name, Company, Email, Country, City, ZIP code, Address and Office Phone number)

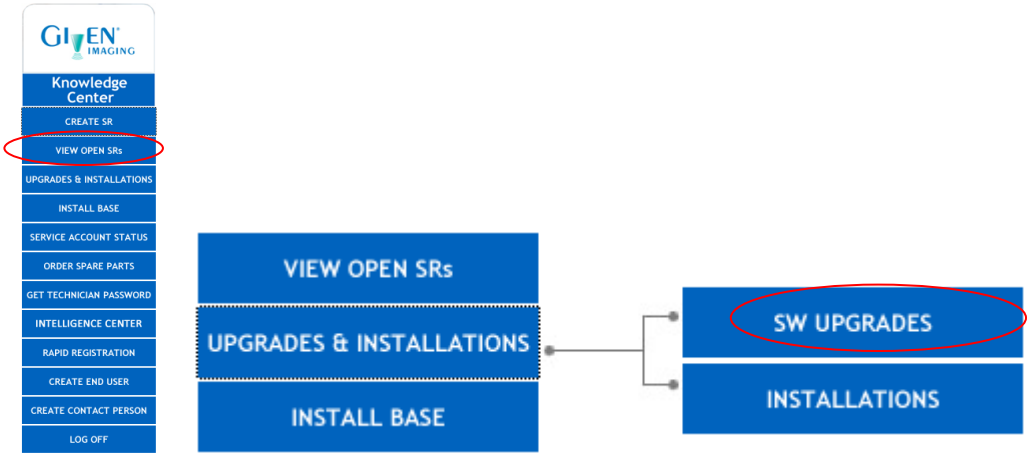
3. Click “Submit” to create the contact person

UPGRADES COMPLETION

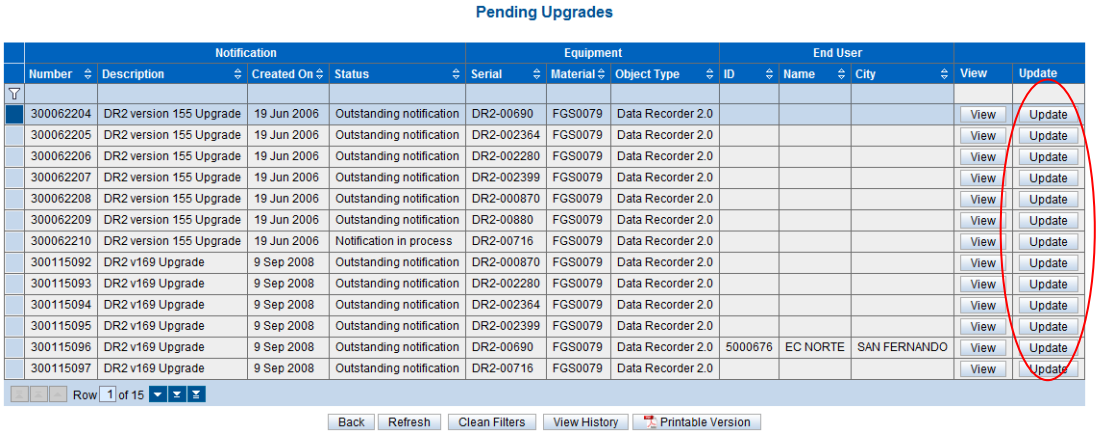
1. Log on to Portal for Distributors, by browsing to URL:

   https://portal.givenimaging.com/KnowledgeCenter

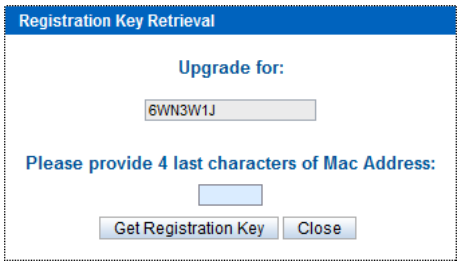
2. Click “Upgrades and Installations” button on the navigation panel:



3. Click “SW Upgrades” button


Pending Upgrades
Notification
Equipment
End User
Number
Description
Created On
Status
Serial
Material
Object Type
ID
Name
City
View
Update
300062204 DR2 version 155 Upgrade 19 Jun 2006 Outstanding notification DR2-00690 FGS0079 Data Recorder 2.0
300062205 DR2 version 155 Upgrade 19 Jun 2006 Outstanding notification DR2-002364 FGS0079 Data Recorder 2.0
300062206 DR2 version 155 Upgrade 19 Jun 2006 Outstanding notification DR2-002280 FGS0079 Data Recorder 2.0
300062207 DR2 version 155 Upgrade 19 Jun 2006 Outstanding notification DR2-002399 FGS0079 Data Recorder 2.0
300062208 DR2 version 155 Upgrade 19 Jun 2006 Outstanding notification DR2-000870 FGS0079 Data Recorder 2.0
300062209 DR2 version 155 Upgrade 19 Jun 2006 Outstanding notification DR2-00880 FGS0079 Data Recorder 2.0
300062210 DR2 version 155 Upgrade 19 Jun 2006 Notification in process DR2-00716 FGS0079 Data Recorder 2.0
300115092 DR2 v169 Upgrade 9 Sep 2008 Outstanding notification DR2-000870 FGS0079 Data Recorder 2.0
300115093 DR2 v169 Upgrade 9 Sep 2008 Outstanding notification DR2-002280 FGS0079 Data Recorder 2.0
300115094 DR2 v169 Upgrade 9 Sep 2008 Outstanding notification DR2-002364 FGS0079 Data Recorder 2.0
300115095 DR2 v169 Upgrade 9 Sep 2008 Outstanding notification DR2-002399 FGS0079 Data Recorder 2.0
300115096 DR2 v169 Upgrade 9 Sep 2008 Outstanding notification DR2-00690 FGS0079 Data Recorder 2.0 5000676 EC NORTE SAN FERNANDO
300115097 DR2 v169 Upgrade 9 Sep 2008 Outstanding notification DR2-00716 FGS0079 Data Recorder 2.0
View
Update
Row 1 of 15
Back
Refresh
Clean Filters
View History
Printable Version

4. Use filters and sorting in order to locate the needed upgrade
5. Choose upgrade you want to complete, and click “Update” button
6. In order to complete upgrade, provide 4 last characters of Mac address and click “Get Registration Key”



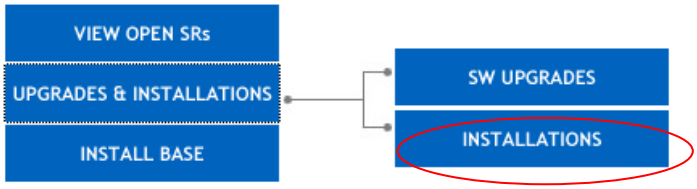
7. If confirmation message is displayed, the upgrade was completed successfully. Please keep the registration key provided in the confirmation message

INSTALLATION COMPLETION

1. Log on to Portal for Distributors, by browsing to URL:

   https://portal.givenimaging.com/KnowledgeCenter

2. Click “Upgrades and Installations” button on the navigation panel:



3. Click “Installations” button

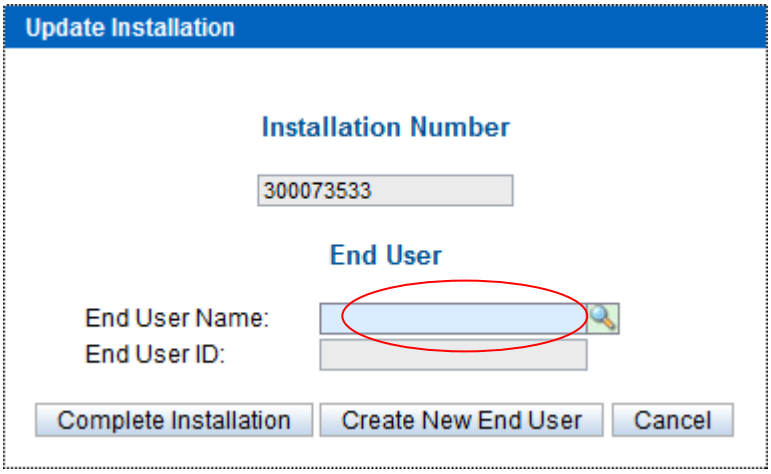
Pending Installations

	Notification				Equipment			End User				
	Number	Description	Created On	Status	Serial	Material	Object Type	ID	Name	City		
	300067586	New GDS Installation	17 Aug 2006	Notification in process	3R22N0J	RFB0007PRM	Rapid WS Dell 340				View	Update
	300073531	New GDS Installation	26 Dec 2006	Notification in process	FMJ4Z0J	RFB0022PRM	Rapid WS Dell 360				View	Update
	300073533	New GDS Installation	26 Dec 2006	Notification in process	3TSKW0J	RFB0022PRM	Rapid WS Dell 360				View	Update
	300073534	New GDS Installation	26 Dec 2006	Notification in process	17DN21J	RFB0022PRM	Rapid WS Dell 360				View	Update
	300082462	New GDS Installation	4 Sep 2007	Notification in process	8W8X90J	RFB0007PRM	Rapid WS Dell 340				View	Update
	300088518	NEW GDS INSTALLATION	1 Jan 2008	Outstanding notification	H7DN21J	RFB0022PRM	Rapid WS Dell 360				View	Update
	300107614	NEW GDS INSTALLATION	30 May 2008	Outstanding notification	DWN3W1J	RFB0135PRM	Rapid WS Dell 370				View	Update
	300112558	NEW GDS INSTALLATION	15 Jul 2008	Outstanding notification	H997S1J	RFB0135PRM	Rapid WS Dell 370				View	Update
	300112742	NEW GDS INSTALLATION	21 Jul 2008	Outstanding notification	6WN3W1J	RFB0135PRM	Rapid WS Dell 370				View	Update
	300113153	NEW GDS INSTALLATION	31 Jul 2008	Outstanding notification	56V6S1J	RFB0135PRM	Rapid WS Dell 370				View	Update
	300113333	NEW GDS INSTALLATION	5 Aug 2008	Outstanding notification	FBW6S1J	RFB0135PRM	Rapid WS Dell 370				View	Update

Row 1 of 11

Back Refresh Clean Filters View History Printable Version

4. Use filters and sorting in order to locate needed installation
5. Choose installation you want to complete, and click “Update” button
6. In order to complete installation, provide end user, either by choosing existing or by creating new end user:



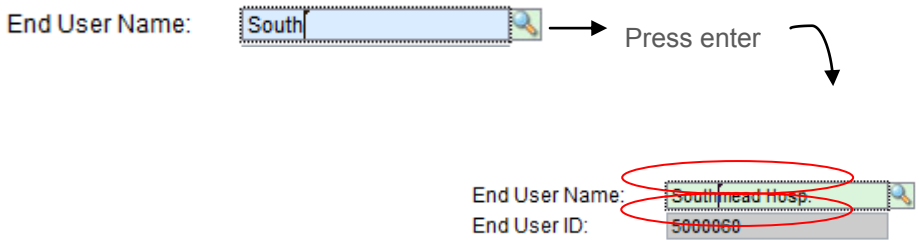
7. If you want to choose existing end user, click the button in order to open a window of end user selection:

End User Options
Please Choose End User
Name
ID
City
CENTRO DE DIAG. ALBERTI 5000674 ALBERTI
Centro de Endocapsula Patagonico 5000397 Viedma
CENTRO DE ESPECIALIDADES MEDICAS 5000672 SALTA
Demo system - Corpomedica S.A. 5001469 Cdad. Autonoma de Buenos Aires
Dr. Pedro Belloni & Dr. Nestor Chop 5000386 La Plata
EC MAR DEL PLATA 5000611 MAR DEL PLATA
EC NORTE 5000676 SAN FERNANDO
EC ROSARIO 5000610 Rosario
ENDOCAPSULA BS. AS. 5000031 BUENOS AIRES
ENDOCAPSULA DEL SUR 5000675 BARILOCHE
Gedyt 5000398 Cap. Fed
GRUPO C3 5001551 Cordoba
HOSP. CLINICAS 5000609 Buenos Aires
Lomas de Zamora 5002650 Lomas de zamora
Ok
Cancel

8. In window of end user selection, use dropdown in order to select end user
9. Select end user from dropdown and press “Ok”

   As another option, you can provide end user name (or part of it) and press enter, while the focus (marker) is placed on “End User Name” field. This triggers a search mechanism, which looks for end user provided.

   In both options, fields dependent on end user name are populated automatically.



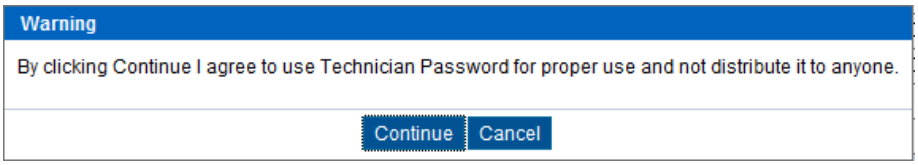
Please note : Installations of components of Rapid 5.2 (and later) software version cannot be completed through Knowledge Center and must be done through RAPID Registration utility, which is available online. In order to register RAPID 5.2 and later software, click "RAPID Registration" link on the navigation panel and follow oncoming instructions.

TECHNICIAN PASSWORD RETRIEVAL

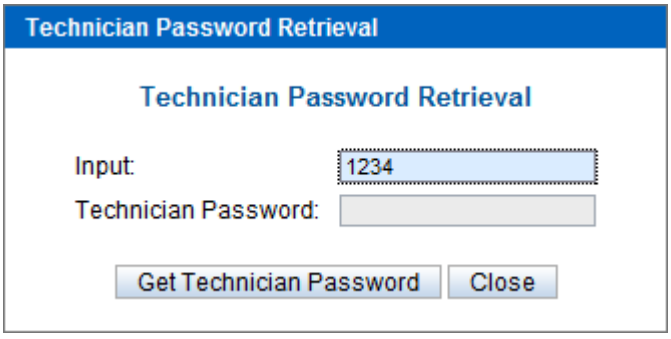
1. Log on to Portal for Distributors, by browsing to URL:

   https://portal.givenimaging.com/KnowledgeCenter

2. Click "Get Technician Password" on the navigation panel
3. Read the message and click "Continue" in case you agree with the statement


Warning
By clicking Continue I agree to use Technician Password for proper use and not distribute it to anyone.
Continue
Cancel

4. Provide required input and click "Get Technician Password" in order to retrieve tech. password. It will appear in the below field:

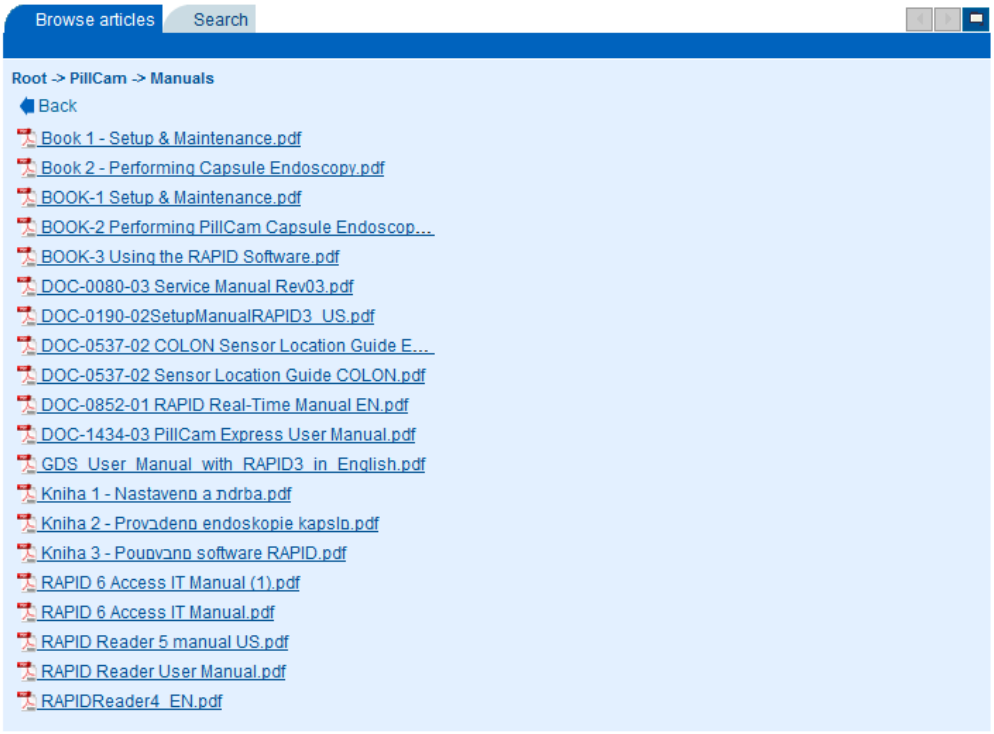


INTELLIGENCE CENTER ARTICLES

1. Log on to Portal for Distributors, by browsing to URL:

https://portal.givenimaging.com/KnowledgeCenter

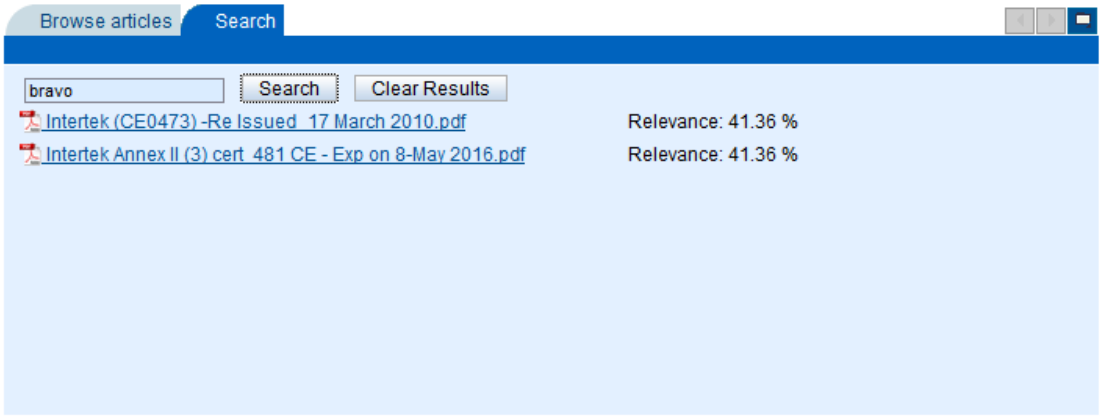
2. Click "Intelligence Center" on the navigation panel
3. Use articles browsing in order to find desired article


Browse articles
Search
Root -> PillCam -> Manuals
Back
Book 1 - Setup & Maintenance.pdf
Book 2 - Performing Capsule Endoscopy.pdf
BOOK-1 Setup & Maintenance.pdf
BOOK-2 Performing PillCam Capsule Endoscop...
BOOK-3 Using the RAPID Software.pdf
DOC-0080-03 Service Manual Rev03.pdf
DOC-0190-02SetupManualRAPID3_US.pdf
DOC-0537-02 COLON Sensor Location Guide E...
DOC-0537-02 Sensor Location Guide COLON.pdf
DOC-0852-01 RAPID Real-Time Manual EN.pdf
DOC-1434-03 PillCam Express User Manual.pdf
GDS_User_Manual_with_RAPID3_in_English.pdf
Kniha 1 - Nastaveno a ndrba.pdf
Kniha 2 - Provdenn endoskopie kapsln.pdf
Kniha 3 - Poupvnn software RAPID.pdf
RAPID 6 Access IT Manual (1).pdf
RAPID 6 Access IT Manual.pdf
RAPID Reader 5 manual US.pdf
RAPID Reader User Manual.pdf
RAPIDReader4_EN.pdf

4. Use most popular / new articles to find the most and popular recent articles

New articles
No articles found
Most popular articles
TSB-0337-Rev-02 DR2 End of Life.pdf
TSB-0137-Rev-01 Li-Ion Battery Service Messag...
TSB-0213-03 RAPID 5-1 Download Failure.pdf
TSB-0161-Rev-02 Capsule Failure Identification....
TSB-0194-01 MDE data requirements.pdf
BOOK-1 Setup & Maintenance.pdf
BOOK-2 Performing PillCam Capsule Endoscop...
BOOK-3 Using the RAPID Software.pdf
Book 1 - Setup & Maintenance.pdf
Book 2 - Performing Capsule Endoscopy.pdf

5. User search functionalities to find the desired article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Relevance: 41.36 %